



3025 S Parker Rd, Ste. 735
Aurora, CO 80014

NEW RESIDENT INFORMATION

Stay in Contact with us: Please provide us with your new telephone number as soon as you get one so that we may better serve you. It is important that we be able to contact you in the event of an emergency, so please keep us informed of telephone number changes and changes in employment.

How to reach our office: Our office hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. For property emergencies after normal business hours please call our regular office number and follow the voice mail instructions for emergencies. Additional contact information is as follows;

3025 S. Parker Rd., Suite 735

Aurora, CO 80014

720-449-0200

FAX 720 449-0203

E-mail: info@WestmontCompanies.com

UTILITIES: It is your responsibility to have the utilities turned on in your new home or apartment. If by chance the power was already on you must still call and have each utility company put the service under your name. We suggest that you do this before your move. We routinely remove our name from billing a couple of days after new tenants move in. If you have not ordered service in your name, your power could be shut off. You may wish to set up an appointment with Excel in advance to light your heater. You may contact the utilities at the following numbers:

Excel (electricity & gas)

800-895-4999

Comcast Cable

303-930-2000

Qwest

800-244-1111

Denver Water

Please call out office to determine your water district.

PETS: Tenants must get approval from the office to keep pets even if other tenants at the property have pets. Not all of our owners accept pets on their property so be sure you call for approval prior to bringing a pet into your home. For properties that do accept pets we require a minimum \$150 increase in tenants' deposit, per pet. Please contact us to discuss your situation before you bring any pets on the property; this includes visitors and pet sitting.

KEYS: You will be given one set of keys upon move-in. You will need to make copies for roommates or family members. Extra keys can be made at the time of move-in for a charge of \$2.00 per key cut.

LAWN CARE: You are responsible for the care and upkeep of your any landscaping attached to your new home. This includes, but is not limited to; mowing, fertilizing, watering, weed pulling, shrub trimming etc. For advice on lawn care I recommend visiting AllAboutLawns.com. If you don't have internet access but need instructions on how to care for your lawn please contact our office.

REFRIGERATORS: If it becomes necessary to defrost your refrigerator, use the defrost cycle and let it defrost in its own time. Rushing the process with a knife or an ice pick may result in damage for which you will have to pay. Be sure to clean up the water after defrosting.

DRAIN AND TOILET STOPPAGES: Our responsibility for clearing stoppages extends only to the MAIN sewer line. We will not clear sink and toilet stoppages as they are the tenant's responsibility. You can avoid these by using a little Draino or Liquid Plumber in sinks and tubs occasionally to keep them free of hair. Feed garbage slowly into your garbage disposal with plenty of cold water.

SHOWERS: Please avoid letting water accumulate on the bathroom floors. After showering, mop up any excess water standing on the floor. This will help protect both you and the property from hazardous mold.

COINOP WASHER & DRYER: If your building is equipped with coin operated laundry equipment, and this equipment malfunctions, you should call the vendor responsible for the equipment for repairs. Their number is posted on the machines. Do not phone the office for service of these machines.

INSURANCE: Our fire insurance covers **ONLY OUR PROPERTY**. To protect your property, you should have a tenant's fire and theft insurance policy. Most renters' policies are quite affordable. Contact your insurance agent for more information.

RENT PAYMENTS: For safety's sake we request that you pay rent by personal check, cashier's check or money order only as opposed to cash. Please remember rent is due on the 1st, late on the 2nd and any payments received after the 3rd must be accompanied by the late charge outlined in your lease.

NOTICE: You are hereby notified that a negative credit report reflecting on your credit record may be submitted in the future to a credit reporting agency if you fail to fulfill the terms of your rental/credit obligations or if you default in those obligations in any way. This is the only notice that you will receive in this regard.

Move Out Cleaning Tips

We know it is sometimes difficult to determine what types of damage or cleaning issues will keep you from getting a full refund of your deposit. In order to assist you we have compiled a brief list of a few items you may not have considered. We offer these items as suggestions and this list should not be considered all inclusive. It is never our intention nor our desire to keep any part of your security deposit so if you are in doubt over any items you feel may become a deposit issue please call us to discuss the details.

- Unit must be completely free of trash and all dust including *closets, baseboards and cabinets (interior and exterior)*. ***Don't forget the top of the refrigerator.***
- All window coverings must be straightened, washed, cleaned and dusted or replaced.
- All bathrooms and kitchens must be thoroughly cleaned including behind commode. For tough bath and sink stains on porcelain surfaces try using porcelain white out or bleach.
- Appliances must be thoroughly cleaned, washed and sanitized including drip pans and knobs.
- All mirrors and windows should be cleaned inside and out, don't forget window sills.
- Garbage disposal should be tested and free from blockage.
- All vinyl floors need to be mopped and cleaned be sure to check under cabinets, appliances etc. Please don't wax over dirt since this will permanently set any stains.
- Fireplaces must be cleaned out and dust free.
- Patios, balconies, garages and storage closets must be swept and free from debris and trash.
- Light and plug switches must be replaced if cracked or stained.
- At least 60 watt bulbs in all fixtures in working order and replaced with the same style of bulb.
- All light covers must be cleaned and ceiling fan blades must be cleaned and dusted, both sides.
- Lawn, garden and hedges must be trimmed and cut and cleaned thoroughly.

Move Out Procedures

30-DAYS' NOTICE: If you are planning to move and your lease has expired, in accordance with your rental agreement you are required to give 30 days' written notice. The form on the next page is provided for this purpose; please fill it out and send it to the office when your moving plans are confirmed. Upon receipt of your notice, we will begin looking for a new tenant. Obviously, we will have to let prospective tenants see your home in order to rent it. We realize that this is an inconvenience, and we will make every effort to find a new tenant quickly with a minimum bother to you. If for some reason you are unable to give us the full 30 days' notice, please give us as much notice as possible. We must know your exact moving date in order for your notice to be valid. If your notice is less than 30 days, you will still be responsible for the rent for 30 days or until your dwelling is rented, WHICHEVER IS LESS. If your unit is re-rented during the 30 days for which you have paid rent, we will return that portion of your money.

Please remember that you must schedule a move-out inspection with our office and return all property keys in order to be released from your obligations.

SECURITY DEPOSIT REFUNDS: Please be assured that it is not our policy to keep any portion of your security deposit without good reason. We hope that you will leave your dwelling clean and undamaged so that we can refund all your money and don't have to go to the expense and bother of having cleaning and repairs done. If you have any questions, call the office. If drapes have been soiled, they should be DRY CLEANED ONLY. Washing will ruin most drapes. If necessary, carpets should be PROFESSIONALLY CLEANED ONLY. Do-it-yourself carpet cleaning rarely gets the job done and can ruin the carpet. If you have a question about cleaning your carpet, please call us. We can recommend a good inexpensive carpet cleaner. We will inspect the dwelling as soon as possible after you turn in your keys. We are required by law to render an accounting of your security deposit within 60-days after you turn in your keys. We realize that moving is expensive, and we make every effort to do this as soon as possible, but in no event should you expect a refund and accounting immediately at your forwarding address. When in doubt read the cleaning agreement that was attached to your lease or call our office.

REFERENCES: We like to recommend good tenants to other landlords, so have them call us for a recommendation.

